



# Young persons' wellbeing service Medway



From time to time, we find it difficult to cope with daily life.

Do you feel misunderstood, sad, anxious or alone?

Or all of the above?

Whilst these feelings can be normal, you might find that over time, things may get on top of you. It's at times like these, that it helps to talk to someone about your worries and feelings.

That's where we come in.

**We are the Medway young persons' wellbeing service.**

**We provide emotional and mental health support for children and young people like you.**

We know that reaching out for help can sometimes be difficult this is why we are an open referral service.

This means that we will take referrals directly from you or someone else; like your parent, school or other professionals that contact our service.

If you feel like you need to talk to someone you can contact us by telephone or online and speak to a trained professional who will guide you and help you to feel better. If required, they can see you within a setting that is suitable for you.

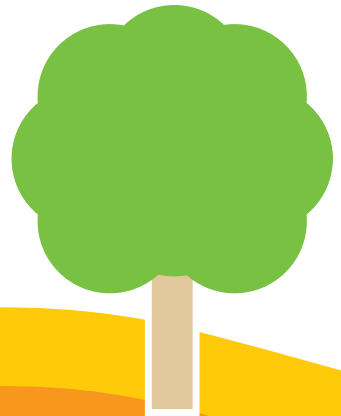
# When can we help?

- Do you often find yourself feeling hopeless and tearful?
- Are you finding day to day life difficult to cope with?
- Do you feel overly nervous or worried?
- Do you find your behaviour gets you in trouble?
- Have you become overly worried about your body image or eating habits?
- Have you thought about hurting yourself?

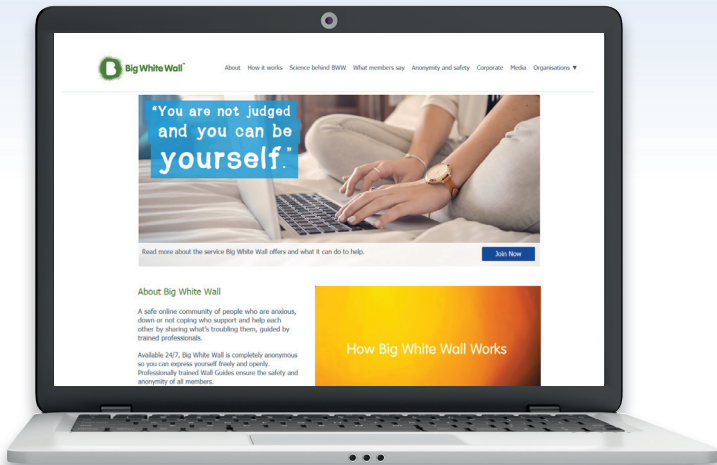


These are just some of the things we can help and support you with. If we feel that our service is not right for your particular need, then we will put you in touch with someone that is able to help you further as we work with a variety of different organisations.

We also provide 24 hour online support as we know that sometimes it helps to be able to talk to someone at any time of the day.



# What can I access online?



## Big White Wall

Big White Wall is a safe online community of people who may be experiencing anxiety, down or not coping who support and help each other by sharing what's troubling them, guided by trained professionals.

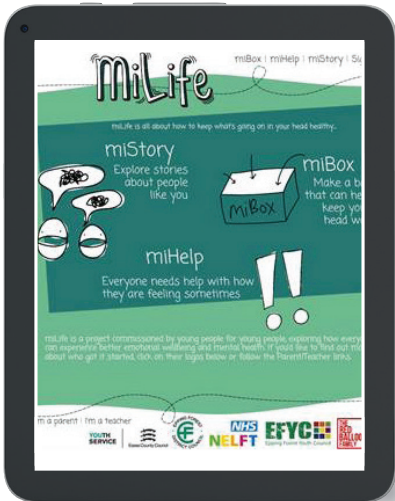
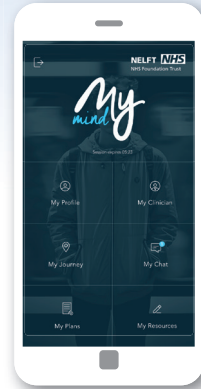
The Big White Wall website offers a range of support online for 16 to 18 year olds. The website is completely anonymous and offers a wide range of self-management materials and guided support courses. Big White Wall also offers one to one live therapy via text, audio and video.

You can find them at [www.bigwhitewall.com](http://www.bigwhitewall.com)

## My Mind

You can also download our app 'MyMind' or visit our website <https://apps.nelft.nhs.uk/MyMind>

The app has lots of information and guidance tools open for anyone. This can help you deal and cope with life's challenges.



## MiLife

MiLife is a great online website built by young people for young people.

It has a host of useful information and links to other organisations that work with young people to make them feel better.

Take a look at what's available via [www.milife.org.uk](http://www.milife.org.uk)

## How do I access the service?

You or someone on your behalf can contact us directly on **0300 300 1981** to make a self-referral. Your doctor, school, family member or any other professional can also make a referral on your behalf.

We have locations across Medway where our teams are based.

We are happy to meet with you at one of our hubs, however, we are also able to meet you elsewhere; this can be at your school, home or even a coffee shop!





# Medway hubs

## **New Horizon's Children Academy**

Park Crescent  
Chatham ME4 6NR

## **The Courtyard**

Campus Way, Gillingham  
Business Park  
Gillingham ME8 0NZ



## How long will I wait to see someone?

Whilst waiting times may vary, we will always aim to see you within 12 weeks.

However, if you find that things are getting more stressful for you whilst you are waiting to be seen, please contact us as soon as possible so we can provide you with support.

# What do I do if I need immediate help?

If you feel like you need help straight away you can take the following steps to ensure you keep yourself safe until we can see you:

- talk to someone you feel comfortable with and trust about how you are feeling so they can help direct you to get the right help
- you can contact us on **0300 300 1981** from 9am – 6pm during the week and from 9am – 12pm on Saturday
- if you need to contact us outside of the hours mentioned above you can call **0300 555 1000** for immediate short-term support
- if you feel you may hurt yourself, visit your local A&E where a professional can help



## Would you like this information in another format?

For copies of this information in a different language, or a different format such as braille, audio or larger print, please contact our equality and diversity team on **0300 555 1201** ext. **65076**.

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